

JBSA Public Affairs/Multimedia Center (PAMC)

Photo Studio Booking Policy

1. Photos are by appointment only; NO walk-ins.
2. Service members in the rank of E-9/O-6 and above may call (210) 221-5453 to schedule an appointment.
3. Active-duty, Reserve and National Guard personnel assigned to Joint Base San Antonio must use Setmore to schedule a studio appointment.
4. When scheduling an appointment, all the information is required. Make sure to provide an official email address (not commercial email), a phone number, rank, unit, purpose for your appointment, date of last official photo, date of board, and a supervisor's official email address.
5. Only schedule one appointment for each requirement you need to fulfill (official photo, head and shoulders, etc.) Every customer is allowed one appointment slot of 15 to 30 minutes depending on the requirement. Additional appointments adversely affect our ability to support customer requirements in a timely manner. The Public Affairs Multimedia Center reserves the right to approve additional appointments and will create the instance in the calendar, internally.
6. Customers should be ready to be photographed at their scheduled appointment time. Customers arriving late for their appointment may be rescheduled. Changing rooms are limited, plan ahead and do not leave your belongings in the room, remember other soldiers need them as well.
7. Strict adherence to standards of dress and appearance is essential in achieving an excellent photograph. It's the customer's responsibility to ensure uniforms and clothing are properly fitted and correctly prepared. Please be sure awards and decorations are current and correct. Full length mirrors are provided for your use.
8. If you are aware that you will not be able to attend your appointment, please cancel it at least 24 hours prior to your scheduled time. Appointments canceled after this time will be considered no-shows. All personnel who has had a no-show will be required to provide a valid justification signed by their commander before they are allowed to use the photo studio.
9. For further inquiries regarding appointments in the PAMC photo studios please contact us at: usaf.fsh.photo@mail.mil.
10. The preceding is in accordance with Air Force Instruction 35-109, Visual Information; Department of the Army Regulation 640-30, Official Army Photographs; Department of the Army Pamphlet 25-91, Visual Information Procedures; and the Joint Base San Antonio Installation Public Affairs Employment Plan.